



AMERICAN EMBASSY



CUSTOMER SERVICE BUSINESS ANALYST

The U.S. Mission in Colombo is seeking candidates for the position of Customer Service Business Analyst.

As our new Customer Service Business Analyst, you will serve as the sole business analyst in support of the Management Section at post to improve work processes and the customer service experience for the end user.

Are you fluent in English? (English will be tested). Are you capable of synthesizing information from a variety of sources to identify issues, analyze problems, and craft solutions? If so, then you may be the person we're looking for!

Please send us your detailed CV along with a cover page containing the following questions and your responses:

1. Position Title, 2. First, Middle, & Last Names as well as any other names used, 3. Current Address; Day, Evening, and Cell phone numbers, 4. E-mail address, 5. National Identity Card Number, 6. Do you have any relatives or members of your household who work for the U.S. Government (Y/N-If 'Y', Name, Relationship, Position, Location), 7. Are you between ages 18 and 60? (Y/N), 8. Have you completed G.C.E (A/L) (Y/N-If 'Y', Results and year of examination)? 9. Do you have two years professional studies in Business Administration, Public Administration, Management or System Analysis (Y/N, if 'Y', name of Institution, qualification, start & end dates), 10. Do you have three years' experience in customer service, business process analysis, or management related work with an international company or organization? (Y/N – If 'Y' state employer, position title, duration of employment-days/months/years & job duties), 11. Your current monthly take-home salary.

Applications without the cover page may not be considered for this position.

If your answer is 'No' to questions 7, 8, 9 and 10 your application will not be considered.

We offer a four and a half day work-week with options for flexi-hours.

Your take home monthly package will be Rs.106,897/-

Your application should reach us on or before April 1, 2015, by post at P.O. Box 106, Colombo, or by e-mail at Colombohr@state.gov. Please state "Customer Service Business Analyst" on the top left-hand corner of the envelope or in the subject line of your e-mail. Please note, only shortlisted candidates will be contacted.

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